

Complaints to the BBC

This fortnightly report for the BBC complaints service¹ shows for the periods covered:

- the number of complaints about programmes and those which received more than 100² at Stage 1 (Audience Services);
- findings of subsequent investigations made at Stage 2 (by the Executive Complaints Unit)³;
- the percentage of all complaints dealt with within the target periods for each stage.

NB: Figures include, but are not limited to, editorial complaints, and are not comparable with complaint figures published by Ofcom about other broadcasters (which are calculated on a different basis). The number of complaints received is not an indication of how serious an issue is.

Stage 1 complaints

Between 11 and 24 of December 2017, BBC Audience Services (Stage 1) received a total of **3,343** complaints about programmes. 5,634 complaints in total were received at Stage 1.

No BBC programmes received more than 100 complaints during this two week period.

93% of all complaints dealt with between 11 and 24 December 2017 received an initial response within the stage 1 target period of 10 working days.

Recent BBC public responses to significant complaints at Stage 1 are published at:

<http://www.bbc.co.uk/complaints/complaint/>

Stage 2 complaints – Executive Complaints Unit (ECU)

The Executive Complaints Unit made 19 findings at Stage 2 between 11 and 24 December 2017. Further information on complaints which were upheld or resolved after investigation by the ECU can be found here: <http://www.bbc.co.uk/complaints/comp-reports/ecu/>

Programme	Service	Date of Transmission	Issue	Outcome
Danny Kelly	Radio WM	30/10/2017	Harm	Not upheld
My Big Gay Jewish Conversion	BBC One	09/08/2017	Due accuracy	Upheld
Inside Out (London)	BBC One (London)	09/10/2017	Due accuracy	Not upheld
University Challenge	BBC Two	20/08/2017	Due accuracy	Not upheld
Reporting Scotland	BBC Scotland	20/10/2017	Due accuracy	Not upheld
One to One	Radio 4	03/10/2017	Unfair treatment	Not upheld

¹ Full details of the service are in the [BBC Complaints Framework and Procedures](#) document.

² As defined in the [BBC Complaints Framework and Procedures](#) and regulated under [Ofcom's Broadcasting Code](#).

³ Excluding investigations of online material outside Ofcom's remit.

Watchdog	BBC One	02/08/2017	Unfair treatment	Not upheld
5 Live Breakfast	Radio 5 Live	31/07/2017	Unfair treatment	Not upheld
Ten Puppies and Us	BBC Two	03/08/2017	Generally accepted standards	Not upheld
The Life Swap Adventure	BBC Two	28/05/2017	Due impartiality	Not upheld
Reporting Scotland	BBC Scotland	24/08/2017	Due impartiality	Not upheld
Abortion on Trial	BBC Two	16/10/2017	Due impartiality	Not upheld
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Beyond 100 Days	News Channel	02/11/2017	Due impartiality	Not upheld
Jeremy Vine	Radio 2	16/06/2017	Due impartiality	Not upheld
This Week	BBC One	12/10/2017	Race discrimination/ offence	Not upheld
The Graham Norton Show	BBC One	06/10/2017	Race discrimination/ offence	Not upheld
The Graham Norton Show	BBC One	06/10/2017	Race discrimination/ offence	Not upheld
World Athletic Championships 2017	BBC Two	07/08/2017	Gender discrimination/ offence	Not upheld

84% of complaints (16 out of 19) dealt with between 11 and 24 December 2017 received a response within the target of 20 working days.